



## AFMSS 2: FAQ's for Operators

Revised: April 12, 2017

### 1. General Questions

- [What is AFMSS 2?](#)
  - AFMSS 2 stands for the Automated Fluid Minerals Support System 2. This system will replace legacy AFMSS, the well information system (WIS), and the legacy Geothermal Resources Automated Support System (GRASS). The NOS/APD module is the first to be deployed and it will automate the submission and processing of Notices of Staking (NOS) and Applications for Permit to Drill (APD).
- [What web browsers can I use to access AFMSS 2?](#)
  - AFMSS 2 works best in Google Chrome.
- [Is AFMSS 2 secure?](#)
  - Yes. AFMSS 2 can only be accessed through the BLM Application Security System (BASS). The information you enter in AFMSS 2 is confidential and can only be viewed by BLM personnel once you have selected "Submit".
- [Will my NOS or APD get processed any faster if I submit it through AFMSS 2?](#)
  - Your application will still have to go through BLM's formal approval process; however, submitting electronically via AFMSS 2 will allow your permit/report to start the approval process more quickly because it virtually eliminates data entry for the BLM and provides us with more accurate and complete information.
- [How often can I work in AFMSS 2?](#)
  - AFMSS 2 is available 24/7. You may access it anytime that is convenient for you.

### 2. User Account Questions

- [How do I request access to AFMSS 2?](#)
  - You should file a ticket through the external BLM help desk. You should submit your ticket [HERE](#). You will be asked to complete an AFMSS 2 Operator Account Request form and submit it via email. You will be notified by email when your account is set up and a temporary password is issued.
- [What are the requirements for an AFMSS 2 password?](#)
  - Minimum of 1 numeric character
  - Minimum of 1 Upper Case character
  - Minimum of 1 Lower Case character
  - Minimum of 1 Special (!@#\$,etc) character
  - Minimum of 2 characters not found in the old password
  - Maximum of 4 repeated characters
  - Requires minimum of 12 characters in length (Password will expire in 60 days)
- [I've forgotten my password, what do I do?](#)
  - File a [Public Help Desk Ticket](#) and your password will be reset by the AFMSS 2 support team. Please include your username so the support team can easily locate your account.
- [Our company has several different offices, each of which wants to use AFMSS 2. Do they each need a separate Trading Partner Agreement?](#)
  - No. One Trading Partner Agreement for the whole company is all that is needed. However, if more than one office/person will be submitting NOS's and APDs in AFMSS 2, each one will need an ID and password.
- [What do I do when someone leaves our company? We don't want them to continue accessing our data on AFMSS 2.](#)



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- o File a [Public Help Desk Ticket](#) listing the user and user ID you would like the support team to disable the account and remove the user from the related account membership.
- [My Internet connection died in the middle of my transaction, what do I do?](#)
  - o Once the internet connection is restored, log back into AFMSS 2 and locate your APD. All unsaved information at the time of the outage could be lost and you can verify the information you will need to re-enter.
- [Who do I call for help?](#)
  - o The quickest way to receive assistance is by filing a [Public Help Desk ticket](#). Please provide your phone number, email address, and AFMSS 2 User ID and you will be contacted by the AFMSS 2 support team.

### 3. Usage Questions

- [I made a mistake on my application and have already hit the Submit button, what can I do now?](#)
  - o You may notify the applicable BLM Field Office, however, changes to the application data cannot be made until you receive a “task” in your Worklist. You can request the APD be “returned” prior to the initial APD acceptance by BLM. Correct the application and resubmit. Or you can make changes during the 45-day deficiency review after you receive the 10-day letter or if additional deficiencies have been noted and the APD has been sent to your Worklist for corrections.
- [What type of information is required before I submit an NOS or APD?](#)
  - o Checklists for required information are available on the Operator Resource web page located at this [link](#).
- [Will I be notified during the processing of my application?](#)
  - o Yes, you will receive email notifications throughout the processing. The emails are only sent to the person that initiated the APD.
- [How do I see the status of my application?](#)
  - o You can view “My Monitor” to see the status of your application throughout processing.
- [Do I have to use AFMSS 2 for NOS and APD submissions?](#)
  - o The BLM will move toward 100% e-filing submissions of APDs and NOSs. Effective April 24, 2017, Onshore Orders No. 1, Section III.I allows operators the ability to request a waiver from the requirements to file electronically. Submitting electronically will provide you with far more transparency during the processing of an NOS and/or APD and allows you to track the status of a submitted application on demand.
- [Can a Permitting Agent submit NOSs or APDs via AFMSS 2 on behalf of our company?](#)
  - o Yes. A Permitting Agent can be set up to use AFMSS 2, and can be a designated agent for your company. Note: Permit Agents can only see tasks for APDs that they initiated.
- [What is the Standard Bizflow Menu and why do we NOT use it?](#)
  - o The Standard Bizflow Menu option is an out-of-the-box dropdown menu that came with the Bizflow software. While this menu may appear to offer current AFMSS 2 information, it has not been customized for AFMSS 2 functionality and should not be selected. To date we have not found a way to make this option unavailable so that it is not selected. Users are cautioned to never use the Standard Bizflow dropdown option.
- [Should I follow up my electronic submission with a paper copy in the mail?](#)
  - o No. The BLM will receive and process your electronic submission. Please do NOT send an extra copy via mail or fax.
- [How can I include all of the required maps, diagrams, and documents with my electronic submissions?](#)



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- o There are many data fields throughout the application where you can type in information pertinent to the section. These fields have character limits of 4000 characters. If your information is longer than this, we suggest uploading an attachment directly into AFMSS 2 with the information and referencing the attachment name in the data field instead.
- o You can upload those files electronically as attachments directly into AFMSS 2.
- o Currently geospatial shape files must be submitted outside the AFMSS 2 system. Please contact your local field office on how to submit this data.
- [What file formats are acceptable for my NOS and APD attachments in AFMSS 2?](#)
  - o AFMSS 2 can currently accept the following types of files:
    - *Microsoft Office: Word ( .doc, .docx ), Excel Workbook ( .xls, .xlsx ), PowerPoint ( .ppt, .pptx )*
    - *Adobe Portable Document Format ( .pdf )*
    - *HTML Documents ( .htm, .html )*
    - *Graphics Files ( .gif, .jpg, .bmp, .tif, .pcx, .snp, )*
    - *PostScript Format Files ( .eps, .ps )*
    - *Text Documents ( .txt, .rtf )*
  - As we expand the use of AFMSS 2, we will be adding support for different types of files as needed. If you would like to see if we can add a new type of file for your submissions, contact AFMSS 2 User Support.
- [How large can attachments be in AFMSS 2?](#)
  - o Files should be less than 20MB in size. If you have problems attaching a large file, you may wish to try reducing the size of the file.
- [My attachments won't upload, what could be the problem?](#)
  - o Please check the size of your attachment and make sure it does not exceed the size limit of 20 MB.
- [What does "Agreement in Place" on the APD application section 1 mean?](#)
  - o The agreement refers to Communitization Agreements, Units, or PA's. This question does not refer to Surface Access Agreements with private surface owners.
- [How does the Electronic Signature currently work in AFMSS 2?](#)
  - o AFMSS 2 requires each user to have a unique ID and password, which authenticates the user when they login. This electronic signature provides the level of security which equates to a real signature. On the final screen before submitting an APD, a statement is printed to signify for the record that this data was submitted electronically. The BLM has agreed to accept this statement, used in conjunction with a secure ID and password, as valid substitutes for an actual signature on the forms.
- [Does the clone feature expire?](#)
  - o No, a clone comes from a previous NOS ID or APD ID prepared in AFMSS 2 and will be available from your worklist for selection.
- [Can you share an APD?](#)
  - o Forwarding is available in order to "share" an APD within your office. Only one person at a time can work on the permit. You may also use the Out of Office feature and designate another staff member to handle your permits while you are away.
- [How can I print my NOS or APD after I have submitted it to BLM?](#)



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- o Print or save before submitting your permit to the BLM. When the permit is submitted it is locked to prevent changes from being made. We hope to offer a viewing/printing only option in the future.
- [How to list depths below a target formation, such as a pilot hole.](#)
  - o In instances when the operator is wanting to drill a pilot hole in order to evaluate formations deeper than the target formation with plans to plug back, that information should be captured as follows. For vertical wells, the geologic information in Drilling Plan Section 1 should list those deeper formations with a measured depth (MD) and true vertical depth (TVD) having the same values. For a horizontal well, the geologic information in Drilling Plan Section 1 should list those deeper formations with the expected measured depth (MD) values and true vertical depth (TVD) values listed according to the directional plan. If the pilot hole portion of the horizontal well is planned to be drilled in the vertical, then the MD and TVD values will likely be the same. Please include an attachment in section 8 of the drilling plan that explains any additional details of drilling the pilot hole and how it will be plugged back. These instructions only apply to pilot holes that are being drilled to allow the operator to evaluate formations deeper than the target, they do not apply to the drilling of rat holes.
- **4. APD Processing Fee Payment Processing**
- [How can I pay my APD processing fee?](#)
  - o You can pay your field office directly (BLM Direct) with a check or via Pay.gov. Regardless of the method you choose, you must pay the APD processing fee and provide the Pay.gov payment ID/CBS receipt number in the Application Fee section of the APD before submitting your application in AFMSS 2
- [Will submitting my NOS or APD through AFMSS 2 cost me anything extra?](#)
  - o No. There are no additional fees for submitting your NOS or APD electronically. You will only be responsible for paying the APD fee via Pay.gov or BLM Direct and providing your payment ID/receipt number before submitting your application. The APD fee is nonrefundable.
- [What is Pay.gov?](#)
  - o Pay.gov is a website that makes it easy to make and manage payments to many, but not all, United States Government agencies. Currently, pay.gov only accepts credit cards and each business may only charge up to \$24,999 per day on one particular card. This amount has been set by treasury. Changes will be made in the near future to allow for payment to come from a bank account which will not have the treasury restriction. Pay.gov help section [HERE](#) and the link to the payment portal will be found within the application.
- [How do I pay the APD Processing Fee through Pay.gov?](#)
  - o Click the "Pay.gov" link on the "Payment" screen in your application which will redirect you to Pay.gov where you can complete the transaction. Enter the Pay.gov payment ID number you receive on the "Payment" screen in order to complete your application.
- [What credit card types are accepted on Pay.gov?](#)
  - o Pay.gov accepts the following forms of payment:
    - Credit cards
      - American Express
      - Discover-branded cards
      - MasterCard



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- Visa
  - Debit Cards with a MasterCard or Visa logo
- [How do I know my payment was successful?](#)
  - o When you complete the payment you will see a confirmation page showing your request to make a payment was successful. For credit card payments, the confirmation page containing your payment ID number is your receipt. Pay.gov recommends you print the confirmation page for your records. If you provided an email address, a receipt will be sent to your mailbox. If you were logged in when you made the payment, its status is in the Payment Activity section of your My Account page on Pay.gov.
- [Is my payment refundable?](#)
  - o No. The APD fee is nonrefundable.
- [Are there any credit card processing fees charged for the APD fee?](#)
  - o There are **no** Credit Card processing charge fees on Pay.gov or at the BLM Field office

### 5. Training for External Users

- [Where are training resources located?](#)
  - o You can access training resources for external users at this [link](#). At this site, you can find step-by-step training videos for the NOS and APD module, checklists, the user guide, and a schedule of upcoming Webex training sessions.
- [How can I make the training videos larger on my screen?](#)
  - o The videos can be viewed in HD, and can also be enlarged to fullscreen by clicking the four arrows to the right of "HD" all located in the right bottom corner of each video. 
- [Will training be offered for future modules, like the sundry notices and well completion reports?](#)
  - o Yes, we will be offering training on future modules. Currently, you will continue to use WIS for electronic submission of sundry notices and well completion reports. You will be notified when the new modules or additional AFMSS 2 training sessions are available.